



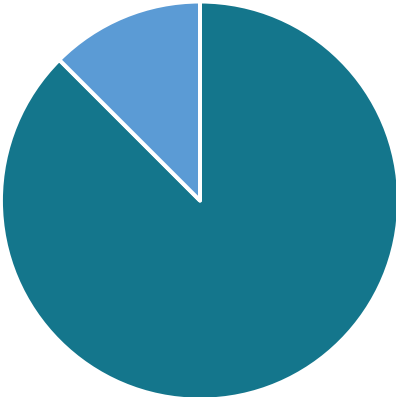
Concern/Complaint Status Number

Open Concerns/Complaints	
Assessment* (concern)	7
Complaint Notification	1
Awaiting Informal Resolution	1
Investigation	1
Expert Reports	2
Awaiting Hearing	2
Agreement and Undertaking	0
Incapacity Assessment	0
Appeal to Complaint Review Committee	0
Appeal Hearing (to Council)	0
Appeal to Court	0
Alternative Complaint Resolution	0
Total Open Concerns/Complaints	14

*File not opened



Closed Concerns/Complaints	
Dismissed	0
Agreement and Undertaking	0
Informal Resolution/Complaint Withdrawn	7
Dismissed (awaiting appeal)	1
Alternative Complaint Resolution	0
Appeal to CRC	0
Appeal hearing (to Council)	0
Appeal to Court	0
Hearing	0
Total Closed Concerns/Complaints	8



Theme on Closed Concerns/Complaints	
Fit and Function	1
Fit and function and patient care	0
Fit and function, aesthetics	1
Billing	0
Refund/waive fees	3
Other (discrimination/customer service)	3
Total	8

